

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1 —25 (canceled)

26. (currently amended) A storage arrangement for a service provider triggerable provision of components for an information output or interactive dialog that is generated by an information output system or an interactive system, comprising:

a supply device accessible by the service providers for changed or new components of information outputs or interactive dialogs; and

at least one provision device to which changed or new components of information outputs or interactive dialogs are transmitted by the supply device, wherein

at least one information output device is provided and associated with the information output system or interactive system and accesses at least one provision device for information outputs or interactive dialogs, and

the at least one information output device has a caching function for the components for an information output or interactive dialog with service provider specific caching times.

27. (previously presented) The arrangement according to claim 26, wherein the supply device comprises a storage area for components assigned to the service providers and a storage area for components assigned to the operator of the information output system or interactive system and the service providers have no access to components assigned to the operator of the information output system or interactive system.

28. (previously presented) The arrangement according to claim 27, wherein the service providers are authenticated and, on the supply device, only have access to components or storage areas assigned to the relevant authorized service provider.

29. (previously presented) The arrangement according to claim 26, wherein a configuration system is provided for generating and changing components that is assigned to a service provider and from which new or changed components are transmitted to the supply device.

30. (previously presented) The arrangement according to claim 26, wherein a firewall is disposed between the supply device and the configuration systems and is assigned to the service providers or a computer platform used by a service provider to access the supply device.

31. (previously presented) The arrangement according to claim 26, wherein an access authorization is created for the transmission of components by service providers to the supply device.

32. (previously presented) The arrangement according to claim 26, wherein a configuration system is provided for generating and changing components and is assigned to the operator of the arrangement and from which new or changed components are transmitted to the supply device.

33. (previously presented) The arrangement according to claim 26, wherein a charging server is provided to which charging information is transmitted by the supply device.

34. (canceled)

35. (previously presented) The arrangement according to claim 26, wherein the supply device is implemented on a hardware platform separate from the provision devices.

36. (previously presented) The arrangement according to claim 26, wherein a plurality of provision devices of the information output system or interactive systems to which components are transmitted by the supply device are provided.

37. (previously presented) The arrangement according to claim 26, wherein the supply device is implemented together with a provision device on a common hardware platform.

38. (previously presented) The arrangement according to claim 26, wherein the supply device is duplicated.

39. (currently amended) A method for providing components for newly generated or changed information outputs or interactive dialogs by a storage arrangement, comprising;  
providing a supply device;  
providing at least one provision device; and  
transmitting a new or changed component of an information output or interactive dialog to the supply device that is automatically transmitted by the supply device to at least one provision device of the arrangement, wherein an information output device accesses a provision

device in the course of an information output or interactive dialog for the purpose of component transmission; and

transmitting the new or changed component from the at least one provision device to an information output device by a caching function of the information output device for components for an information output or interactive dialog with service provider specific caching times.

40. (previously presented) The method according to claim 39, wherein information in the supply device is specifiable by a service provider thereby controlling the time of activation of a new or changed component for a service.

41. (previously presented) The method according to claim 39, wherein a new or changed component is transmitted to the supply device by a configuration system assigned to a service provider.

42. (previously presented) The method according to claim 39, wherein authentication is necessary for transmitting components to the supply device from a configuration system assigned to the service provider or for accessing components assigned to a service provider in the supply device.

43. (previously presented) The method according to claim 39, wherein components changed or newly generated by a service provider are stored in a storage area of the supply device assigned to the service provider.

44. (previously presented) The method according to claim 39, wherein a new or changed component is transmitted to the supply device by a configuration system assigned to the operator of the storage system.

45. (previously presented) The method according to claim 39, wherein the modification or creation of a component by a service provider is charged.

46. (previously presented) The method according to claim 45, wherein charging information is transmitted by the supply device to a charging server.

47. (canceled)

48. (currently amended) The method according to claim 39, wherein the information output device composes an information output or an output forming part of an interactive dialog from or by means of components.

49. (previously presented) The method according to claim 39, wherein a plurality of components are constituted by coded or to be encoded elements of an information output or formation rules for information outputs or interactive dialogs.

50. (previously presented) The method according to claim 39, wherein the information output relates to an output of voice information, video information or audio information.

51. (currently amended) ~~An~~The arrangement according to claim 26, wherein the change in the content of a recorded message or interactive dialog is signaled to the information output device, ~~however~~and only the fact of a change is communicated, and when executing the corresponding service, the information output device accesses the components or elements held in the provision device.

52. (currently amended) ~~A~~The method according to claim 39, wherein the change in the content of a recorded message or interactive dialog is signaled to the information output device, ~~however~~and only the fact of a change is communicated, and when executing the corresponding service, the information output device accesses the components or elements held in the provision device.

53. (new) The method according to claim 39, wherein an information output device accesses a provision device in the course of an information output or interactive dialog for component transmission.

54. (new): The arrangement according to claim 26, wherein the service provider has the option of adapting the service provider specific caching times.

55. (new): The arrangement according to claim 33, wherein changing the service provider specific caching times affects the charging of the service provider.

56. (new): The method according to claim 39, wherein the service provider has the option of adapting the service provider specific caching times.

57. (new): The method according to claim 39, wherein changing the service provider specific caching times affects the charging of the service provider.